# Waldron Telephone Company

June 18, 2012

Marlene H. Dortch, Secretary Federal Communications Commission Office of the Secretary 445 12th Street, SW Washington, DC 20554

RE: Report Required in WC Docket No. 10-90 Regarding FCC Rules 54.313(a)(2) through (6) and (h).

Dear Ms. Dortch:

The following information is submitted by Waldron Telephone Company pursuant to WC Docket No. 10-90 as specified in the Public Notice released May 8, 2012 (DA 12-729). Please contact me with any questions.

Respectfully,

Lucinda Bernath Vice President

Waldron Telephone Company

### 54.313(a)(2)

ETCs are required to submit detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
- (ii) A 911 special facility, as defined in 47 CFR 4.5(e)

# **Company Response:**

No outages in 2011 that meet criteria.

## 54.313(a)(3)

ETCs are required to report the number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers.

#### **Company Response**

No requests for service were unfulfilled.

#### 54.313(a)(4)

ETCs are required to report the number of complaints per 1,000 connections in the prior calendar year.

# **Company Response**

Waldron Telephone Company received 15 complaints per 1,000 connections in the prior calendar year.

#### 54.313(a)(5)

# Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)

WC	Do	cke	t No	). 10	)- <del>9</del> 0

§ 54.31	3(a)(2) – Outage reporting
	My company was not required to collect this information in 2011.
<u> </u>	My company collected this information pursuant to state utility commission requirement A copy of the report is attached.
§ 54.31	3(a)(3) – Unfulfilled service requests
	My company was not required to collect this information in 2011.
<u>x</u>	My company collected this information pursuant to state utility commission requirement A copy of the report is attached.
§ 54.31	3(a)(4) – Customer complaints per 1000 connections
	My company was not required to collect this information in 2011.
<u> </u>	My company collected this information pursuant to state utility commission requirement A copy of the report is attached.
§ 54.31	3(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. (Please enter your Company Name, State and Study Area Code)

Company Name	State	Study Area Code	
Waldron Telephone Company	Michigan	310734	

(If necessary, attach a separate list of additional study areas and check this box.)

Signed,

Sig

Date:

6/25/2012

Lucinda Bernath

[Printed Name of Corporate Officer]

Vice President

[Title of Corporate Officer]

Carrier's Name Waldron Telephone Company Carrier's Address 115 S Main Street, Waldron MI 49288 Carrier's Telephone Number (517) 286-6211